

[REDACTED]

From:

Sent:

Thursday, November 01, 2012 12:54 PM

To:

[REDACTED]

Cc:

Subject:

Memo for distribution: Daylight Saving Time Ends, Eastern Standard Time begins Nov 4, 2012

Attachments:

Daylight Saving Time Ends 11.04.2012-signed.pdf

Print/Post copies for distribution to all Rail Operations Personnel. Thank you.

M E M O R A N D U M

SUBJECT: Daylight Saving Time Ends

DATE: November 1, 2012

FROM: RTRA – [REDACTED]

TO: All Rail Operating Personnel



IT'S TIME TO TURN BACK CLOCKS!

**Daylight Saving Time Ends on
Sunday, November 4, 2012 at 2:00 A.M.**

Eastern Standard Time begins at 2:00 a.m. on Sunday, November 4, 2012. Please prepare yourself for this time adjustment. In order to address all RAIL operational requirements, employees must remember to set clocks and alarms **back 1 hour** at the appropriate time, or if at home, prior to retiring for the evening.

REMINDERS

- ☐ All watches, depot and terminal clocks should be set back one (1) hour at 2 a.m. Eastern Standard Time.
- ☐ The Metrorail system will close at 3:00 a.m. Eastern Standard Time.
- ☐ Off-duty employees should set clocks and alarms prior to retiring for the evening to ensure on-time reports.
- ☐ All SOC clocks are to be verified when the system is opened on Sunday Morning.
- ☐ Daylight-saving time ends at 2 a.m. on Sunday, November 4th. At that time, all clocks are moved back one hour. When that happens, it will be 1 a.m Eastern Standard Time., and the Metrorail system will close at 3 a.m. Eastern Standard Time.

[REDACTED]

From: [REDACTED]
Sent: Tuesday, November 06, 2012 6:44 PM
To: [REDACTED]
Subject: RE: ROCC Procedure

Ok, looks like clock adjustments regarding moving ahead 1hour/going back an hour in the fall was discussed in:

- 4.0
- 4.02
- 5.04

Will revise.

From: [REDACTED]
Sent: Tuesday, November 06, 2012 6:32 PM
To: [REDACTED]
Subject: RE: ROCC Procedure

Good start but not enough here.

Add two sections, one for moving the clocks ahead 1 hour in the spring and back 1 hour in the fall. In each section describe in more detail steps to be taken – For example the Fall back 1 hour - regular schedules and meets kept on Sat, Station Managers told to work the extra hour, 1 extra train from each terminal departs at the new 2:30 (really 3:30 before Daylight saving time), no payroll adjustments, etc.

From: [REDACTED]
Sent: Tuesday, November 06, 2012 5:21 PM
To: [REDACTED]
Subject: ROCC Procedure

[REDACTED]

See attachment for ROCC Daylight Saving Time Closing Procedure.

[REDACTED] | **Acting Night ROCC Superintendent**
Rail OCC | 3500 Pennsy Drive | Landover, MD 20785
O. [REDACTED] C. [REDACTED]

[REDACTED]
Washington Metropolitan Area Transit Authority



Please consider the environment before printing this e-mail

[REDACTED]
From: [REDACTED]
Sent: Tuesday, November 06, 2012 6:35 PM
To: [REDACTED]
Subject: RE: ROCC Procedure

ok

From: [REDACTED]
Sent: Tuesday, November 06, 2012 6:32 PM
To: [REDACTED]
Subject: RE: ROCC Procedure

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Subject: ROCC Procedure

[REDACTED]
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Rail OCC | 3500 Pennsy Drive | Landover, MD 20785
O. [REDACTED] C. [REDACTED]

[REDACTED]
Washington Metropolitan Area Transit Authority



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[REDACTED]

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Rail OCC | 3500 Pennsy Drive | Landover, MD 20785
O. [REDACTED] | C. [REDACTED]

[REDACTED]
Washington Metropolitan Area Transit Authority



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[REDACTED]

From: [REDACTED]
Sent: Tuesday, November 06, 2012 5:21 PM
To: [REDACTED]
Subject: ROCC Procedure
Attachments: Daylight Saving Time Procedure.docx

[REDACTED]

See attachment for ROCC Daylight Saving Time Closing Procedure.

[REDACTED] | **Acting Night ROCC Superintendent**
Rail OCC | 3500 Pennsy Drive | Landover, MD 20785
O. [REDACTED] | C. [REDACTED]

[REDACTED]
Washington Metropolitan Area Transit Authority



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1.0 PURPOSE

The purpose of this procedure is to provide guidance to Control Center personnel regarding Metrorail system closing during Daylight Saving Time.

2.0 BACKGROUND

Daylight Saving Time is the practice of advancing clocks so that evenings have more daylight and mornings have less. Typically clocks are adjusted forward one hour near the start of spring and are adjusted backward in autumn. In the United States, in spring (second Sunday in March), at 2:00am clocks move forward one hour making the official time **3:00am**; whereas in the fall (first Sunday in November), clocks move back one hour at 2:00am making the official time **1:00am**. **Despite the Daylight Saving Time adjustments, the Metrorail system closes at the official time of 3:00am on Sunday mornings.**

3.0 SCOPE

This procedure applies to all personnel working in the Rail Operations Control Center (ROCC).

4.0 ROC RESPONSIBILITIES

4.01 ROCC shall ensure all required headway/schedules are maintained without being interrupted for the purpose of providing customer service throughout the system.

4.02 Upon the change in time, Central Control Supervisors will make announcements instructing all train operators and RTRA Supervisors to turn their watches back one hour or move their watches one hour forward. Personnel will also be reminded of the 3:00am system closing time.

5.0 ROIC RESPONSIBILITIES

5.01 ROIC personnel will be responsible for ensuring system-wide Public Address announcements messages regarding Daylight Saving Time are in rotation **one week** prior to Daylight Saving Time. **Note:** This announcement will remind customers and

Authority personnel that Daylight Saving Time is approaching; this message will also serve as a reminder of the closing time for the Metrorail system.

5.02 ROIC personnel will be responsible for ensuring system-wide Passenger Information Display System (PIDS) messages are in rotation one week prior to Daylight Saving Time. **Note:** This message will remind customers and Authority personnel that Daylight Saving Time is approaching; this message will also serve as a reminder of the closing time for the Metrorail system.

5.03 ROIC personnel will begin making hourly system-wide Public Address announcements communicating the current time at 8:00pm which is approximately six (6) hours prior to Daylight Saving Time. For example, "This is the Metrorail Operations Control Center, the time is 8:00pm, as a reminder the system will close at 3:00am."

5.04 Upon the change in time, ROIC personnel will make a system-wide PA announcement instructing all station managers to turn their watches back one hour or move their watches one hour forward. **Note:** Central Control Supervisors will communicate the same message to train operators and RTRA Supervisors.

5.05 Station managers will be governed by system-wide PA announcements from ROIC personnel regarding their departure times. This will be based upon last train information provided by Central Control Supervisors and/or the on-duty ROC Assistant Superintendent.

[REDACTED]

From: [REDACTED]
Sent: Tuesday, November 06, 2012 4:18 PM
To: [REDACTED]
Subject: FW: Daylight Savings Time System Closing

fyi

From: Kubicek, Dave J.
Sent: Monday, November 05, 2012 4:58 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Daylight Savings Time System Closing

Thank you [REDACTED] for your candor and [REDACTED] for the call and upfront manner as well.

Being the "best" comes at a price make no mistake about it.

We have a high bar here and as you have seen in my other e-mails and discussions. We (rail) are held to a different standard than any other department at WMATA.

Lesson learned for all of us, including myself. Having folks step up when we error compared to hiding in the background is part of the quest of being the "best".

Greatly appreciated and your both are lucky, you know I will still continue to raise heck with you both, [REDACTED] and the whole ROCC/RTRA team.

Keep the RR moving,
DJK

From: [REDACTED]
Sent: Monday, November 05, 2012 3:11 PM
To: Kubicek, Dave J.
Cc: [REDACTED]
Subject: RE: Daylight Savings Time System Closing

Hey Dave, I take full responsibility for this occurrence, my failure to communicate properly to the controller that called me early Sunday morning. He questioned me about closing but I was out of it when he contacted me. Couldn't go back to sleep wondering what was he referencing, so I called the AS back and questioned him as to why he was calling me. He mentioned about the time change and Station Managers manifest, not sure exactly what he was alluding to, but I should have questioned him further as to what he was inquiring about and I didn't.

No one to blame but myself. I will most definitely pay more attention to details when it comes to answering questions after hours. Again, I apologize for making this all important error and how it impacted our customers.

I should be held accountable, just like everyone else.

From: Kubicek, Dave J.
Sent: Monday, November 05, 2012 2:49 PM
To: [REDACTED]

Cc: Troup, A. Robert
Subject: Fw: Daylight Savings Time System Closing

Fyi.

I approved note before it was issued to Board.

Not looking for us to take action on any one specific employee.

It is what it is. Just cannot happen again, if it does then I will be more focused next time.

Heat that is coming down now over this, I will bear it.

Keep the RR moving.

From: Sarles, Richard

Sent: Monday, November 05, 2012 02:04 PM

To: Alvin Nichols; Anthony Giancola; Artis Hampshire-Cowan; Bellamy, Terry; catherine.hudgins@fairfaxcounty.gov; [Downey@\[REDACTED\]](mailto:Downey@[REDACTED]); Dyke, James; Kathryn Porter; marcel.acosta@ncpc.gov; Mary Hynes; Michael Barnes; [MortDowney@\[REDACTED\]](mailto:MortDowney@[REDACTED]); Muriel Bowser; [REDACTED] [REDACTED] Tom Bulger; Tom Downs; william.euille@alexandriava.gov

Cc: Richardson, Barbara; Kissal, Carol; Kubicek, Dave J.; Bowersox, Lynn; [REDACTED]

Subject: Daylight Savings Time System Closing

Chair Hudgins and Members of the Board:

As you many of you know our traditional approach to accounting for the daylight saving time change is to operate until approximately 3 a.m. EST (4 a.m. Daylight Savings Time) even though the clocks turn back one hour. However, I want you to know that train operations stopped at approximately 2 a.m. EST (3 a.m. Daylight Savings Time) early Sunday morning with the last trains arriving at the terminal stations at approximately 3:30 a.m. Daylight Savings Time. After a long week of dealing with the hurricane and preparing for the weekend outage work, staff failed to adequately communicate internally.

Richard Sarles
General Manager and
Chief Executive Officer

[REDACTED]

From: Kubicek, Dave J.
Sent: Monday, November 05, 2012 4:58 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Daylight Savings Time System Closing

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From: Kubicek, Dave J.
Sent: Monday, November 05, 2012 2:49 PM
To: [REDACTED]
Cc: Troup, A. Robert
Subject: Fw: Daylight Savings Time System Closing

Fyi.

I approved note before it was issued to Board.

Not looking for us to take action on any one specific employee.

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Cc: Richardson, Barbara; Kissal, Carol; Kubicek, Dave J.; Bowersox, Lynn; [REDACTED] [REDACTED]

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Richard Sarles
General Manager and
Chief Executive Officer

[REDACTED]

From: [REDACTED]
Sent: Monday, November 05, 2012 3:31 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Daylight Savings Time System Closing

[REDACTED]

I own nights in ROCC. Per my earlier conversation with Director [REDACTED], if anyone should have received a late night call, it should have been me not you.

Just know ROCC is working to ensure this issue never repeats itself.

[REDACTED]

From: [REDACTED]
Sent: Monday, November 05, 2012 03:11 PM
To: Kubicek, Dave J.
Cc: [REDACTED]
Subject: RE: Daylight Savings Time System Closing

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General Manager and
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Richard Sarles
General Manager and
Chief Executive Officer

[REDACTED]

From: Kubicek, Dave J.
Sent: Monday, November 05, 2012 2:57 PM
To: [REDACTED]
Cc: Troup, A. Robert
Subject: Re: Daylight Savings Time System Closing

[REDACTED]

End of the day when the event occurs. Layers of 3 for communication need to occur.

We are too big for single point communications/reminders.

From: [REDACTED]
Sent: Monday, November 05, 2012 02:51 PM
To: Kubicek, Dave J.; [REDACTED]
Cc: Troup, A. Robert
Subject: RE: Daylight Savings Time System Closing

[REDACTED]

From: Kubicek, Dave J.
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Richard Sarles
General Manager and
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[REDACTED]

From: [REDACTED]
Sent: Monday, November 05, 2012 2:52 PM
To: Kubicek, Dave J.; [REDACTED]
Cc: Troup, A. Robert
Subject: RE: Daylight Savings Time System Closing

[REDACTED]

From: Kubicek, Dave J.
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[REDACTED]

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Cc: Richardson, Barbara; Kissal, Carol; Kubicek, Dave J.; Bowersox, Lynn; [REDACTED] [REDACTED]
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Richard Sarles
General Manager and
Chief Executive Officer

[REDACTED]

From: Tom Downs
Sent: Monday, November 05, 2012 2:49 PM
To: Sarles, Richard; Alvin Nichols; Anthony Giancola; Artis Hampshire-Cowan; Bellamy, Terry; catherine.hudgins@fairfaxcounty.gov; Downey@ [REDACTED]; Dyke, James; Kathryn Porter; marcel.acosta@ncpc.gov; Mary Hynes; Michael Barnes; MortDowney@ [REDACTED]; Muriel Bowser; [REDACTED] [REDACTED] Tom Bulger; william.euille@alexandriava.gov
Cc: Richardson, Barbara; Kissal, Carol; Kubicek, Dave J.; Bowersox, Lynn; [REDACTED]
Subject: Re: Daylight Savings Time System Closing

Understandable. Thanks for the candor.

-----Original Message-----

From: Sarles, Richard <rsarles@wmata.com>
To: Alvin Nichols <alvin@nichols [REDACTED]>; Anthony Giancola <tonygiancola@ [REDACTED]>; Artis Hampshire-Cowan <ahampshire-cowan@ [REDACTED]>; Bellamy, Terry <Terry.Bellamy@dc.gov>; catherine.hudgins <catherine.hudgins@fairfaxcounty.gov>; Downey <Downey@ [REDACTED]>; Dyke, James <jdyke@ [REDACTED]>; Kathryn Porter <portertakoma@ [REDACTED]>; marcel.acosta <marcel.acosta@ncpc.gov>; Mary Hynes <mhynes@arlingtonva.us>; Michael Barnes <mbarnes@ [REDACTED]>; MortDowney <MortDowney@ [REDACTED]>; Muriel Bowser <mbowser@dccouncil.us>; [REDACTED] < [REDACTED]@wmata.com>; [REDACTED] < [REDACTED]@wmata.com>; Tom Bulger <tbulger [REDACTED]>; Tom Downs <tmdowns [REDACTED]> william.euille <william.euille@alexandriava.gov>
Cc: Richardson, Barbara <brichardson@wmata.com>; Kissal, Carol <CKissal@wmata.com>; Kubicek, Dave J. <DKubicek@wmata.com>; Bowersox, Lynn <lbowersox@wmata.com>; [REDACTED] < [REDACTED]@wmata.com>; [REDACTED] < [REDACTED]@wmata.com>
Sent: Mon, Nov 5, 2012 2:04 pm
Subject: Daylight Savings Time System Closing

Chair Hudgins and Members of the Board:

As you many of you know our traditional approach to accounting for the daylight saving time change is to operate until approximately 3 a.m. EST (4 a.m. Daylight Savings Time) even though the clocks turn back one hour. However, I want you to know that train operations stopped at approximately 2 a.m. EST (3 a.m. Daylight Savings Time) early Sunday morning with the last trains arriving at the terminal stations at approximately 3:30 a.m. Daylight Savings Time. After a long week of dealing with the hurricane and preparing for the weekend outage work, staff failed to adequately communicate internally.

Richard Sarles
General Manager and
Chief Executive Officer

[REDACTED]

From: Sarles, Richard
Sent: Monday, November 05, 2012 2:04 PM
To: Alvin Nichols; Anthony Giancola; Artis Hampshire-Cowan; Bellamy, Terry; catherine.hudgins@fairfaxcounty.gov; Downey@[REDACTED]; Dyke, James; Kathryn Porter; marcel.acosta@ncpc.gov; Mary Hynes; Michael Barnes; MortDowney@[REDACTED]; Muriel Bowser; [REDACTED] [REDACTED] Tom Bulger; Tom Downs; william.euille@alexandriava.gov
Cc: Richardson, Barbara; Kissal, Carol; Kubicek, Dave J.; Bowersox, Lynn; [REDACTED]
Subject: Daylight Savings Time System Closing

Chair Hudgins and Members of the Board:

As you many of you know our traditional approach to accounting for the daylight saving time change is to operate until approximately 3 a.m. EST (4 a.m. Daylight Savings Time) even though the clocks turn back one hour. However, I want you to know that train operations stopped at approximately 2 a.m. EST (3 a.m. Daylight Savings Time) early Sunday morning with the last trains arriving at the terminal stations at approximately 3:30 a.m. Daylight Savings Time. After a long week of dealing with the hurricane and preparing for the weekend outage work, staff failed to adequately communicate internally.

Richard Sarles
General Manager and
Chief Executive Officer

[REDACTED]
From: [REDACTED]
Sent: Monday, November 05, 2012 1:47 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Weekend service mix up

Thanks

From: [REDACTED]
Sent: Monday, November 05, 2012 01:45 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Weekend service mix up

I will put out something today Herc, I will share it with you before releasing.

From: [REDACTED]
Sent: Monday, November 05, 2012 01:43 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Fw: Weekend service mix up

We need to put the process in the assistant superintendent's manual for closing when the time changes. The question comes up every year (twice) regarding when to close.

Please let me see the wording you use to explain when to close in the Spring and Fall.

From: Bowersox, Lynn
Sent: Monday, November 05, 2012 12:55 PM
To: Kubicek, Dave J.; Sarles, Richard; Richardson, Barbara; [REDACTED]; [REDACTED]
Cc: Troup, A. Robert; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Subject: RE: Weekend service mix up

Thanks.

Lynn Bowersox

Assistant General Manager
Customer Service, Communications & Marketing
Washington Metropolitan Area Transit Authority

[REDACTED] office
lbowersox@wmata.com



From: Kubicek, Dave J.
Sent: Monday, November 05, 2012 12:46 PM
To: Bowersox, Lynn; Sarles, Richard; Richardson, Barbara; [REDACTED]
Cc: Troup, A. Robert; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Subject: RE: Weekend service mix up

Lynn,

Following-up.

- (1) The below notice sent out was the first time I had seen was today.
- (2) Practice for closing during this period is we generally run late with extra service. Not an hour exact, but closing is extended.
- (3) Reviewing with staff and time lines of clearing I would say we did not follow practice of extending service as seen in the past. Error on us.
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Hope this helps clarify items.

Anything else required on this topic please let me know.

From: Bowersox, Lynn
Sent: Monday, November 05, 2012 10:51 AM
To: Kubicek, Dave J.
Subject: Weekend service mix up

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[REDACTED]
From: [REDACTED]
Sent: Monday, November 05, 2012 1:45 PM
To: [REDACTED]
Subject: Re: Weekend service mix up

Agreed. We'll come up w/ something for ROCC manual.

From: [REDACTED]
Sent: Monday, November 05, 2012 01:43 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Fw: Weekend service mix up

We need to put the process in the assistant superintendent's manual for closing when the time changes. The question comes up every year (twice) regarding when to close.

Please let me see the wording you use to explain when to close in the Spring and Fall.

From: Bowersox, Lynn
Sent: Monday, November 05, 2012 12:55 PM
To: Kubicek, Dave J.; Sarles, Richard; Richardson, Barbara; [REDACTED]
Cc: Troup, A. Robert; [REDACTED]
Subject: RE: Weekend service mix up

Thanks.

Lynn Bowersox

Assistant General Manager
Customer Service, Communications & Marketing
Washington Metropolitan Area Transit Authority

[REDACTED] office
lbowersox@wmata.com



From: Kubicek, Dave J.
Sent: Monday, November 05, 2012 12:46 PM
To: Bowersox, Lynn; Sarles, Richard; Richardson, Barbara; [REDACTED]
Cc: Troup, A. Robert; [REDACTED]
Subject: RE: Weekend service mix up

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[REDACTED]
From: [REDACTED]
Sent: Monday, November 05, 2012 1:43 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Fw: Weekend service mix up

We need to put the process in the assistant superintendent's manual for closing when the time changes. The question comes up every year (twice) regarding when to close.

Please let me see the wording you use to explain when to close in the Spring and Fall.

From: Bowersox, Lynn
Sent: Monday, November 05, 2012 12:55 PM
To: Kubicek, Dave J.; Sarles, Richard; Richardson, Barbara; [REDACTED]
Cc: Troup, A. Robert; [REDACTED]
Subject: RE: Weekend service mix up

Thanks.

Lynn Bowersox

Assistant General Manager
Customer Service, Communications & Marketing
Washington Metropolitan Area Transit Authority

[REDACTED] office
lbowersox@wmata.com



From: Kubicek, Dave J.
Sent: Monday, November 05, 2012 12:46 PM
To: Bowersox, Lynn; Sarles, Richard; Richardson, Barbara; [REDACTED]
Cc: Troup, A. Robert; [REDACTED]
Subject: RE: Weekend service mix up

Lynn,

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Hope this helps clarify items.

Anything else required on this topic please let me know.

From: Bowersox, Lynn

Sent: Monday, November 05, 2012 10:51 AM

To: Kubicek, Dave J.

Subject: Weekend service mix up

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[REDACTED]

From: Richardson, Barbara
Sent: Monday, November 05, 2012 1:36 PM
To: Kubicek, Dave J.; Sarles, Richard; Bowersox, Lynn
Cc: [REDACTED]
Subject: RE: Board Note--Subject: Daylight Savings Time System Closing

See below—bringing a hard copy with me. [REDACTED] will wrap it up when we're done.

From: Kubicek, Dave J.
Sent: Monday, November 05, 2012 1:31 PM
To: Richardson, Barbara; Sarles, Richard; Bowersox, Lynn
Cc: [REDACTED]
Subject: RE: Board Note--Subject: Daylight Savings Time System Closing

[REDACTED]

[REDACTED]

[REDACTED]

From: Richardson, Barbara
Sent: Monday, November 05, 2012 1:21 PM
To: Sarles, Richard; Kubicek, Dave J.; Bowersox, Lynn
Cc: [REDACTED]
Subject: Board Note--Subject: Daylight Savings Time System Closing

[REDACTED]

[REDACTED]

[REDACTED]

Sincerely,

Richard Sarles
General Manager and
Chief Executive Officer

Barbara Richardson

Chief of Staff

Washington Metropolitan Area Transit Authority

 office
brichardson@wmata.com



[REDACTED]

From: Kubicek, Dave J.
Sent: Monday, November 05, 2012 1:31 PM
To: Richardson, Barbara; Sarles, Richard; Bowersox, Lynn
Cc: [REDACTED]
Subject: RE: Board Note--Subject: Daylight Savings Time System Closing

[REDACTED]

[REDACTED]

[REDACTED]

From: Richardson, Barbara
Sent: Monday, November 05, 2012 1:21 PM
To: Sarles, Richard; Kubicek, Dave J.; Bowersox, Lynn
Cc: [REDACTED]
Subject: Board Note--Subject: Daylight Savings Time System Closing

[REDACTED]

[REDACTED]

[REDACTED]

Sincerely,

Richard Sarles
General Manager and
Chief Executive Officer

Barbara Richardson
Chief of Staff
Washington Metropolitan Area Transit Authority

[REDACTED] office
brichardson@wmata.com



[REDACTED]

From: Richardson, Barbara
Sent: Monday, November 05, 2012 1:21 PM
To: Sarles, Richard; Kubicek, Dave J.; Bowersox, Lynn
Cc: [REDACTED]
Subject: Board Note--Subject: Daylight Savings Time System Closing

[REDACTED]

Sincerely,

Richard Sarles
General Manager and
Chief Executive Officer

Barbara Richardson

Chief of Staff
Washington Metropolitan Area Transit Authority

[REDACTED] office
brichardson@wmata.com



[REDACTED]

From: [REDACTED]
Sent: Monday, November 05, 2012 1:20 PM
To: [REDACTED]
Subject: Re: Weekend service mix up

Thanks [REDACTED] as stated in our previous conversation, I cleared this up with [REDACTED] today.

I will send out something addressing this issue tonight.

[REDACTED]

From: [REDACTED]
Sent: Monday, November 05, 2012 01:00 PM
To: [REDACTED]
Subject: Fw: Weekend service mix up

Fyi

From: Kubicek, Dave J.
Sent: Monday, November 05, 2012 12:46 PM
To: Bowersox, Lynn; Sarles, Richard; Richardson, Barbara; [REDACTED]
Cc: Troup, A. Robert; [REDACTED]
Subject: RE: Weekend service mix up

Lynn,

Following-up.

- (1) The below notice sent out was the first time I had seen was today.
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Hope this helps clarify items.

Anything else required on this topic please let me know.

From: Bowersox, Lynn
Sent: Monday, November 05, 2012 10:51 AM
To: Kubicek, Dave J.
Subject: Weekend service mix up

Are you aware that the rail system closed early (2 a.m. EST) Saturday? Media calling and there's a bit of a dust up because we advertised as follows:

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[REDACTED]

From: [REDACTED]
Sent: Monday, November 05, 2012 1:01 PM
To: [REDACTED]
Subject: Fw: Weekend service mix up

Fyi

From: Kubicek, Dave J.
Sent: Monday, November 05, 2012 12:46 PM
To: Bowersox, Lynn; Sarles, Richard; Richardson, Barbara; [REDACTED]
Cc: Troup, A. Robert; [REDACTED]
Subject: RE: Weekend service mix up

Lynn,

Following-up.

- (1) The below notice sent out was the first time I had seen was today.
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[REDACTED]

From: Bowersox, Lynn
Sent: Monday, November 05, 2012 12:55 PM
To: Kubicek, Dave J.; Sarles, Richard; Richardson, Barbara; [REDACTED]
Cc: Troup, A. Robert; [REDACTED]
Subject: RE: Weekend service mix up

Thanks.

Lynn Bowersox

Assistant General Manager
Customer Service, Communications & Marketing
Washington Metropolitan Area Transit Authority

[REDACTED] office
lbowersox@wmata.com



From: Kubicek, Dave J.
Sent: Monday, November 05, 2012 12:46 PM
To: Bowersox, Lynn; Sarles, Richard; Richardson, Barbara; [REDACTED]
Cc: Troup, A. Robert; [REDACTED]
Subject: RE: Weekend service mix up

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Following-up.

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Anything else required on this topic please let me know.

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To: Kubicek, Dave J.
Subject: Weekend service mix up

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[REDACTED]

From: Kubicek, Dave J.
Sent: Monday, November 05, 2012 12:46 PM
To: Bowersox, Lynn; Sarles, Richard; Richardson, Barbara; [REDACTED]
Cc: Troup, A. Robert; [REDACTED]
Subject: RE: Weekend service mix up

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Following-up.

- (1) The below notice sent out was the first time I had seen was today.
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Sent: Monday, November 05, 2012 10:51 AM
To: Kubicek, Dave J.
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From: Kubicek, Dave J.
Sent: Monday, November 05, 2012 12:29 PM
To: Bowersox, Lynn
Subject: RE: Weekend service mix up

Received.

Staff reviewing.

From: Bowersox, Lynn
Sent: Monday, November 05, 2012 10:51 AM
To: Kubicek, Dave J.
Subject: Weekend service mix up

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[REDACTED]

From: [REDACTED]
Sent: Monday, November 05, 2012 11:32 AM
To: [REDACTED]
Subject: FW: Phone Call

Needs you to call him regarding Daylight Savings Time.

From: [REDACTED]
Sent: Monday, November 05, 2012 11:31 AM
To: [REDACTED]
Subject: Phone Call

Please call [REDACTED]

[REDACTED]
Administrative Assistant for
Director, [REDACTED]
Office of Rail Transportation
Train Operations
Washington Metropolitan Area Transit Authority (WMATA)
600 Fifth Street, NW
Washington, DC 20001



[REDACTED]

From: [REDACTED]
Sent: Monday, November 05, 2012 11:17 AM
To: [REDACTED]
Subject: Phone Call

Please call [REDACTED] regarding the Daylight Savings Time issue.

[REDACTED]
Administrative Assistant for
Director, [REDACTED]
Office of Rail Transportation
Train Operations
Washington Metropolitan Area Transit Authority (WMATA)
600 Fifth Street, NW
Washington, DC 20001



From: Bowersox, Lynn
Sent: Monday, November 05, 2012 10:51 AM
To: Kubicek, Dave J.
Subject: Weekend service mix up

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From: pressrelease-request@wmata-ealert.lists-wmata.com on behalf of Metro News
[listreturn@return.lists-wmata.com]
Sent: Friday, November 02, 2012 2:48 PM
To: Metro News
Subject: Metrorail to close at 3 a.m. EST early Sunday morning

This Saturday, Nov. 3, Metro will operate on its normal weekend schedule until 3 a.m. Eastern Standard Time early Sunday morning, even though clocks will be turned back an hour at 2 a.m. at the end of Daylight Saving Time.

View news release:

http://www.wmata.com/about_metro/news/PressReleaseDetail.cfm?ReleaseID=5366

OptOut: <http://goo.gl/Bsbl7>

From: Sarles, Richard
Sent: Friday, November 02, 2012 9:57 AM
To: Sarles, Richard
Subject: Message From the General Manager and Chief Executive Officer - November 2, 2012

Please print this to share with employees who do not have access to email.

Appreciation for Storm Efforts

I hope you and your families made it through this week's dangerous storm. bus and rail services were suspended and part of Tuesday in the interest of employee and customer safety, many of continued to work in control centers, maintenance shops, and on the right-of-ensure we could quickly resume service storm passed. I extend my appreciation to who worked through the storm to maintain equipment and infrastructure, and to keep customers and staff informed with frequent Thank you for your tremendous efforts.



safely
Although
Monday

you

way to
when the
everyone
our

updates.

Weekend Track Work Continues

We continue our system rebuilding work this weekend on the Orange, Blue and Red lines from 10 p.m. Friday until system closing on Sunday. With Rosslyn and Arlington Cemetery stations closed to allow for track maintenance, tunnel leak repair, sign installation and cable work, shuttle buses will replace trains on the Orange Line between Foggy Bottom and Court House, and on the Blue Line between Foggy Bottom and Pentagon. Red Line customers will not experience station closures, but will be impacted by single tracking between Twinbrook and Grosvenor due to platform reconstruction, and Forest Glen and Takoma due to platform work, track maintenance and cable installation. Please advise customers traveling through these work zones to add additional travel time to their schedules. Thanks again to those working this weekend to rebuild the system and bus operators for providing safe and reliable shuttle service between the closed stations.

Return to Daylight Standard Time

to fall back to Daylight Standard Time by setting your clocks this Sunday. It's also a good practice to change the batteries in detectors when you change your clocks. Have a safe weekend.



Remember
back an hour
your smoke

Richard Sarles
General Manager and
Chief Executive Officer